

# DISH HAWAII

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## **BY ELECTRONIC FILING**

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street S.W  
Washington, DC 20002

Re: DIRECTV SERVICE TO HAWAII AND ALASKA : MB Docket No. 03-82;

Dear Ms Dortch:

On 4/16/2005 DirecTV issued a letter addressing the Specific DirecTV Service Improvements for Alaska. DirecTV says it has at least one authorized independent dealer in each major Alaskan market (Anchorage, Fairbanks, Juneau) stocked with DirecTV equipment.

The way DirecTV has made these so called service improvements to Hawaii has been to have local dealers like myself, then refuse to provide me with the equipment, fail to pay commissions, and to remove myself and all other Hawaii DirecTV dealers from their phone and internet listings leaving us without any means for getting customers. Every other state in the US has listings for real local dealers except for Hawaii.

Last year Directv brought in their own installation company Ironwood Communications and list them as the only dealer in Hawaii knowing this is not true and supply only them with all the equipment for free. When I ask to get this same equipment Directv refuse to supply me with any equipment. These actions are not only unfair but are illegal in Hawaii and the US.

This is the same plan that Directv will use in Alaska to drive all of the local dealers out of business while claiming they are improving service there. After 5 years of selling Directv systems I am now not able to sell Directv because of these conditions.

Hawaii Directv service improvements:

Last week a customer and myself spent over four hours talking to Directv to get them to turn on the HD package for this customer that has the HD equipment installed. Directv refused to turn on the package stating that they could not because the customer did not have a HD system. Even when I repeatedly told them the HD was installed they refused to turn on the package. Finally the next day I spoke to someone that was able to resolve the problem.

This is just one of many nightmares that Directv has caused to customers and dealers here in Hawaii

These actions by DirecTV are deliberate and should be considered anytime Directv says it will improve service.

Thank You

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